

FOR UTILITY/DESIGN
 CIP/PCT NATIONAL/PLANT
 ORIGINAL/SUBSTITUTE/SUPPLEMENTAL
 DECLARATIONS

MAR 21 2001

RULE 63 (37 C.F.R. 1.63)
 DECLARATION AND POWER OF ATTORNEY
 FOR PATENT APPLICATION
 IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

PM & S
FORM

As I, below named inventor, I hereby declare that my residence, post office address and citizenship are as stated below next to my name, and I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the INVENTION ENTITLED
DATA INTEGRATION WITH INTERACTIVE VOICE RESPONSE SYSTEMS

The specification of which (CHECK applicable BOX(FS))

A. is attached hereto.
 BOX(ES) → B. was filed on _____ at U.S. Application No. _____
 → C. was filed as PCT International Application No. PCT/ _____ on _____

and (if applicable to U.S. or PCT application) was amended on _____

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims as amended by any amendments referred to above. I acknowledge the duty to disclose all information known to me to be material to patentability as defined in 37 C.F.R. 1.56. Except as noted below, I hereby claim foreign priority benefits under 35 U.S.C. 119(b)-(d) or 365(d) of any foreign application(s) for patent or inventor's certificate, or 365(e) of any PCT International Application which designated at least one other country than the United States, listed below and have also identified below any foreign application for patent or inventor's certificate, or PCT International Application, filed by me or my assignee disclosing the subject matter claimed in this application and having a filing date (1) before that of the application or (2) if no priority claimed, before the filing date of this application.

PRIOR FOREIGN APPLICATION(S)

Number	Country	Day/Month/Year Filed	Date first laid-open or Published	Date Patented or Granted	Priority NOT Claimed
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if more prior foreign applications, X box (check) and continue on attached page.

Except as noted below, I hereby claim domestic priority benefit under 35 U.S.C. 119(e) or 120 under 365(c) of the indicated United States applications listed below and application is in addition to that disclosed in such prior applications. I acknowledge the duty to disclose all information known to me to be material to patentability as defined in 37 C.F.R. 1.56 which became available between the filing date of each such prior application and the national or PCT International filing date of this application.

PRIOR U.S. PROVISIONAL, NONPROVISIONAL AND/OR PCT APPLICATION(S)

Application No. (series code/serial no.)	Day/Month/Year Filed	Status	Priority NOT Claimed
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pending, abandoned, patented

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

And I hereby appoint Pillsbury Madison & Sutro LLP, Intellectual Property Group, 1100 New York Avenue, N.W., Ninth Floor, East Tower, Washington, D.C. 20005-3818, telephone number (202) 861-3000 (to whom all communications are to be directed), and the above-named persons (of the same address) individually and collectively my attorneys to prosecute the application and to transact all business in the Patent and Trademark Office connected therewith and with the resulting patent, and I hereby personally/assignee/attorney/in my organization which first sends me this case to them and by whom/which I hereby declare that I have consented after full disclosure to be represented unless and/or I instruct the above Firm and/or a below attorney in writing to the contrary.

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(1) INVENTOR'S SIGNATURE:

Date: 12-31-00

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(2) INVENTOR'S SIGNATURE:

Date:

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FOR ADDITIONAL INVENTORS, "X" box and proceed on the attached page to list each additional inventor.

Atty. Dkt. No. PMS 273233

(M#)